

## Opinion

### Editor's Notebook: Public servants

*By Charles Roberts*

All too often, it's hard to tell the servants from the masters.

Although public employees are often called "public servants," they often have the feeling that they're in charge and we're just a silly nuisance that pops in uninvited.

The other day, I had the occasion to visit the office of Auditor-Controller Larry Walker to check on some property.

Figuring I would have to stand in line and then wait for someone who could actually help me, I had dreaded the trip, but I needed the information for a story, so I bravely went in with my best game face.

On entering, there were two smiling ladies to the left who asked me if they could help me.

So this is where I get to take a number, I thought.

I thought wrong.

I told one of the young ladies about the specific property I was interested in and she directed me to a computer.

Oh, boy. Just what I need -- spending half an hour trying to figure out how to work this thing.

Sensing my question, she came over, looked up the property I wanted and printed it out for me.

I was out in about five minutes!

It's great to find people who not only know their business, but are ready and willing to share their knowledge and information with you.

I can hardly wait for another opportunity to use this service.

Maybe I'll just go in and tell them thanks for doing such a good job.

But I'll probably make up for it the next time I need to go to the DMV.

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